

# Business Continuity Plan

Val Wade Recruitment Ltd

**Maintaining this document is the responsibility of:** Emma Darbyshire

**This document will next be reviewed on:** 31/07/2020

**The following premises are covered in this document:**

3rd Floor 25 Fouberts Place London W1F 7QF

**Copies of this document can be found:**

On our website link here <http://valwade-recruitment.co.uk/policy-statements>

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## **Recommended Maintenance**

Items to be updated regularly include:

- Managers' responsibilities
- Applications (new or significant changes to existing)
- Insurance provider and contact details
- Internet / telephone provider and contact details
- Staff contact details
- IT Provider details
- Building Managing Agent contact details

## **Business Continuity Overview**

### **Purpose**

The purpose of this plan is to prepare our business in the event of extended service outages caused by factors beyond our control and to restore services to the widest extent possible in a minimum time frame to alleviate any disruption to all or some of our stakeholders.

### **Outcome**

The outcome of this plan is to ensure that the business is able to maintain a good level of uninterrupted service to our key stakeholders (clients and candidates)

### **Plan objectives**

- Serves as a guide for those implementing our business continuity plan
- Assists in avoiding confusion experienced during a crisis by documenting, testing and reviewing recovery procedures.
- References and points to the location of critical data.
- Provides procedures and resources needed to assist in recovery.
- Establishes a framework so our stakeholders have a clearer understanding of our plan if our business met with a disaster.

### **Key staff**

If a disaster occurs the members of our team tasked with enacting this plan are:

- Val Wade - Managing Director
- Emma Darbyshire - Manager

## Staff Welfare

It must be recognised that an incident that results in the enacting of this plan may also cause additional pressures for staff. Staff members need to be given clear direction about the priorities of the business. Managers must ensure that they monitor staff more closely to ensure that their welfare is maintained.

Staff should be aware of what their role is when a major disruption occurs. Clear and concise communication with staff is pivotal to having an organised response. Staff must be made aware of what communication methods are going to be used so they can find out the latest information, if they are going to be working from a different location than normal.

Managers who suspect that staff members have suffered undue stress or even trauma from the business disruption must consider providing assistance for those staff who have been affected.

## Communicating with staff

- Communication will be centralised from either the Managing Director or the manager depending on availability of the immediate point of contact.
- The primary communication channel will be by mobile phone, text and email will be used as an alternative?
- All contact details for staff are store in the Val Wade Recruitment handbook and will be accessible in the event of an incident. Mobile numbers are also held on the primary contacts individual phones
- There will be restricted information in regard to who knows specifically about the incident until it has been a cleared by the senior team.
- If the incident needs to be communicated to the external stakeholders this will be done by the managing director only.

## Equipment

- Where possible staff will be expected to work from their personal laptop / phone.
- Any emergency equipment needed to keep the business up and running will be purchased only when the managing director has given their approval.
- All off-site data backups are accessed through our CRM system.
- All key staff are equipped with company ipads or laptops. Any new purchase will be done within 2 hours of assessing the need.

## Scenario 1

### Premises incident

A premises incident can include flood, fire, or any other disaster that renders our office inaccessible.

#### Step 1: Evacuation of premises & safeguarding of staff

In office hours

Action	Details	Responsible Person(s)
1. Evacuate the building	Follow normal fire drill procedure	Val Wade - MD
2. Check evacuation is complete	Staff and visitor safety is the priority. Check everyone on-site has been evacuated	Val Wade - MD Emma Darbyshire - Manager
3. Verify if incident is real	If false alarm, resume business as normal	Val Wade - MD
4. Call emergency services	999 / 112	Val Wade - MD
5. Record details of any injuries sustained in the incident	Use injury form available on staff intranet	Val Wade - MD
6. Alert staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	Val Wade - MD Emma Darbyshire - Manager
7. Assess impact	Senior team meet to assess the scale of the incident & decide next steps	Val Wade - MD Emma Darbyshire - Manager

Outside office hours

<b>Action</b>	<b>Details</b>	<b>Responsible Person(s)</b>
1. First person on-site to notify manager	Do not enter the building	All staff
2. Call emergency services	999 / 112	All staff
3. Alert staff	Alert any staff due to arrive on-site soon of the incident, and tell them to await further instructions	All staff
4. Assess impact	Senior team meet to assess the scale of the incident & decide next steps	Val Wade - MD Emma Darbyshire - Manager

**Step 2: Business continuity**

<b>Critical activity</b>	<b>Details</b>	<b>Responsible Person(s)</b>
Phones	Staff to use personal mobile phones. Contact telephone provider to forward office lines to staff mobiles	Val Wade - MD Emma Darbyshire - Manager
Internet	Staff to use wifi and or home internet connections. If home connection unavailable contact local shared office providers to rent desk space	Val Wade - MD Emma Darbyshire - Manager
Inform insurance company	Contact details: Hiscox Tel: 0800 280 0351	Val Wade - MD Emma Darbyshire - Manager
Inform landlord	Contact details: CBRE Tel: +44 020 7182 2000  Henrietta House Henrietta Pl, Marylebone, London W1G 0NB	Val Wade - MD Emma Darbyshire - Manager
Post redirection	Speak to Royal Mail Tel: 0345 774 0740	Val Wade - MD Emma Darbyshire - Manager

Inform customers	If disruption is expected, inform customers via email and phone	Val Wade - MD Emma Darbyshire - Manager

## Scenario 2

### Infrastructure incident

An infrastructure incident can include the loss of computer / telephony systems, internet access, or power.

*The actions below are an example of how this incident could be handled - you should customise this section to suit your business*

#### Step 1: Understand the extent of the loss

Infrastructure	Details	Responsible Person(s)
Phones	Contact phone provider to ascertain extent of outage.  Contact details: BT Business Tel: 0800 001 001	Val Wade - MD Emma Darbyshire - Manager
Internet	Contact internet provider to ascertain extent of outage.  Contact details: Luminet Tel: 0207 400 6300	Val Wade - MD Emma Darbyshire - Manager
Mains power	Contact power provider to ascertain extent of outage. Contact details:  EON - to report a power cut or tell us about damaged power lines or underground cables, call 105	Val Wade - MD Emma Darbyshire - Manager

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If outage is temporary, inform staff to stay put and await further instructions. If the outage is ongoing:

**Step 2: Business continuity**

<b>Critical activity</b>	<b>Details</b>	<b>Responsible Person(s)</b>
Phones	Staff to use personal mobile phones. Contact telephone provider to forward office lines to dedicated mobile number	Val Wade - MD Emma Darbyshire - Manager
Internet	Staff to use accessible wifi or home internet connections. If home connection unavailable contact local co-work office providers to rent desk space.	Val Wade - MD Emma Darbyshire - Manager
Mains power	Staff to work from home until power is restored. If power outage is widespread and staff homes are also affected contact local contact local co-work office providers to rent desk space.	Val Wade - MD Emma Darbyshire - Manager



## Scenario 3

### Staff incident

A staff incident can include a sudden family emergency, injury or other event which renders a key member of staff suddenly unable to work.

*The actions below are an example of how this incident could be handled - you should customise this section to suit your business*

#### Step 1: Ensure no service interruption

Critical activity	Details	Responsible Person(s)
1. Identify interchangeable staff	All members of staff should have team members who can perform their roles, even if it is in a reduced capacity. Identify the relevant person and support them in carrying out business-critical activities	Val Wade - MD Emma Darbyshire - Manager
2. Assess extent of loss	Identify whether the affected staff member's absence is likely to be temporary, longer-term, or permanent. Keep in mind this may be a difficult period for the staff member and / or their family.	Val Wade - MD Emma Darbyshire - Manager

If the staff loss is temporary, support the member of staff who will be filling the gap until the absent member of staff returns. If the absence is long-term or permanent:

#### Step 2: Business continuity

Critical activity	Details	Responsible Person(s)
1. Recruit temporary or full-time replacement	Follow the standard recruitment procedure to find a full-time, part-time or fixed-term contract (as appropriate) replacement.	Val Wade - MD Emma Darbyshire - Manager

## Recovery phase

The purpose of the recovery phase is to resume normal working practises for the entire organisation. Where the impact of the incident is prolonged, normal operations may need to be delivered under new circumstances e.g. from a different building.

*The actions below are an example of how the recovery phase could be handled - you should customise this section to suit your business*

Action	Details	Responsible Person(s)
1. Agree and plan the actions required to enable recovery of normal working practises	Agreed actions will be detailed in an action plan and set against time scales with responsibility for completion clearly indicated.	Val Wade - MD Emma Darbyshire - Manager
2. Respond to any long term support needs of staff	Depending on the nature of the incident, we may need to consider providing support services	Val Wade - MD Emma Darbyshire - Manager
3. Publicise that there is now 'business as usual'	Inform customers through normal channels that our business is operating as normal	Val Wade - MD Emma Darbyshire - Manager
4. Carry out a debrief of the incident and complete report to document opportunities for improvement and any lessons identified	This should be reviewed to ensure key actions resulting from the incident are implemented within designated time scales.	Val Wade - MD Emma Darbyshire - Manager
5. Review this Continuity Plan in light of lessons learned from incident and the response to it	Implement recommendations for improvement and update this plan. Ensure a revised version of the plan is read by all members of staff.	Val Wade - MD Emma Darbyshire - Manager